

Hot Water Heater Inlet (Dip) Tube Information

For the past few years, the Columbia County (Georgia) Water and Sewerage Utility has received an increasing number of complaints from customers who have found white or gray particulates matter in their tap water which resembles crushed egg shells. In most cases, the material has come from the breakdown of the customer's hot water heater inlet tube. A simple test to determine if particles are dip tube material is to drop them in a cup of vinegar. If the particles float on top of the vinegar, they are most likely from the hot water heater. There was a class-action lawsuit involving several manufacturers, however this lawsuit has been settled. Below is a list of manufacturers that were involved.

American Water Heater Group

A.O. Smith

Bradford White

Lochinvar

Rheem

State Industries

If you have a problem and are not comfortable testing the particulate yourself, you may bring as much as you can collect to the lab and we will assist in determining if it is from your hot water heater.